

## A MARK OF TRUST

The quality of service and the reliability of certifications are at the heart of our priorities at Ecocert. In order to sustain the trust given to Ecocert for the long term we:

### ➤ COMPETENCE

Ensure that our staffs are committed to our profession, and have the right skills in audit and certification methods, in the certification schemes, and also are knowledgeable in the business sectors of our clients.

Effectively manage our staffs' competence through continuous training, performance assessment, career development and by also optimizing our recruitment methods.

### ➤ IMPARTIALITY

Ensure our organisation and staff's impartiality, mainly through regular assessments of risks to impartiality avoidance of conflict of interest, and by making sure that the person who makes the certification decision is not involved in the evaluation process.

Have our impartiality management and its results evaluated by an external and independent committee.

### ➤ CONFIDENTIALITY AND TRANSPARENCY

Guarantee the confidentiality of the information we have in our possession.

Make all the information related to our services, certification processes and products or systems certification status available.

Be completely open with our supervisory authorities.

### ➤ DIVERSITY AND NON-DISCRIMINATION

Respect every client in its diversity, as well as ensure a full non-discriminatory access to all organisations whose activity is within the range of our services, regardless of the size or membership association they may have.

## AN EXEMPLARY CUSTOMER SERVICE

As we know we have to make our organisation constantly evolve to continue to provide satisfaction to our clients, our quality policy also include the following commitments:

### ➤ REACTIVITY

Answer our client's demands and expectations with reactivity and optimise deadlines at each step of the process.

### ➤ ACTIVE LISTENING AND CUSTOMER SATISFACTION EVALUATION

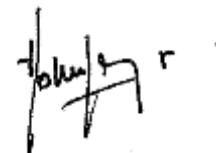
Listen actively to our client and evaluate their satisfaction in order to provide quick and adaptive solutions to their needs.

### ➤ INNOVATION AND IMPROVEMENT OF OUR PERFORMANCE

Simplify our practices and improve our processes in order to make our services always more accessible. Create, develop and implement effective and innovative means for our business and clients.

### ➤ ENVIRONMENTAL PROTECTION

Preserve the ecosystem in the framework of our own business activity, especially by offsetting our carbon emissions.



Philippe THOMAZO,  
Chief Executive Officer, Ecocert SA

